

# Public Policies

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## Workers compensation rate hikes drop sharply in 2004, compared to last year's average hike of 14.7 percent increase

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Insurers are applying the brakes to workers compensation rate increases in Missouri.

After almost one-third of such insurers filed rate changes in January, overall rates increased an average of only 0.7 percent – compared to 14.7 percent for 2003.

More companies lowered rates in January than filed increases. With 96 of 310 carriers submitting rate changes, 54 reduced their average rates while 42 posted increases.

Scott Lakin, the Missouri Department of Insurance director, said the companies' rate filings reflect the fact that workplace injuries in Missouri are falling faster than medical costs are rising. State reports show the number of such injuries fell by more than 30,000, or by 18 percent, from 2001 to 2003.

"Businesses and their employees are making the workplace safer, and they should enjoy a return for those efforts and investment in 2004. The filings so far reinforce our projection that the upturn in rates for 2002 and 2003 was a one-time event that did not represent a trend," Lakin said.

*(See Workers comp rates, p. 2)*

## Public Policies

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**Gov. Bob Holden**

**Director: Scott B. Lakin**

**Editor: Randy McConnell**

**Associate Editor: Melissa Becker**

*Public Policies* serves as a key communications link between MDI and Missouri's legislators, weekly and broadcast media, industry observers and trade associations.

**Comments or questions,  
call 573-526-2946.**

## MDI study: credit scoring harms low-income Missourians and minority communities

### *Governor seeks ban to protect consumers against credit scoring abuses*

Insurers' use of credit scoring disproportionately harms low income and minority policyholders in Missouri, according to a groundbreaking Department of Insurance (MDI) report that Gov. Bob Holden released.

Holden urged the legislature to prohibit the use of credit scoring as a factor in establishing the price of auto and homeowners insurance for families.

The MDI study concluded that both urban and rural Missourians suffer because residents of Missouri's lowest-income areas

*(See Credit Scoring, p. 3)*

## Holden: industry, state agree workers comp costs should fall in 2004

State regulators and the industry's principal trade group have called for a reduction in Missouri workers compensation insurance rates, providing financial relief for the state's business community, Gov. Bob Holden announced.

The announcement follows an 18 percent reduction in workplace injuries over a two-year period.

The National Council on Compensation Insurers (NCCI) — the private trade group — is advising companies that costs underlying workers compensation rates should drop an average of 1.4 percent in 2004.

Based on a consulting actuary's recommendation, the Missouri Department of Insurance (MDI) projects that companies could reduce rates up to 11.1 percent from current levels and still cover expenses and reasonable profit.

"Management and employees continue to reduce injuries, allowing workers compensation costs to fall despite rising medical costs to treat injured workers," Holden said. "We have the best of both worlds when businesses control insurance costs by preventing injuries."

"These numbers confirm that Missouri continues to have a healthy workers compensation environment for business — both for companies now operating here and those looking to relocate or expand."

Scott Lakin, MDI's director, said his agency's analysis indicates claims frequency has been falling 5.9 percent a year in Missouri since 1993 while the cost of claims, driven largely by medical expenses, has been rising at 2.3 percent annually. Compared to the eight surrounding states, Missouri has the second lowest claim frequency.

According to the Missouri Division of Workers Compensation, workplace injury reports dropped from 174,726 in fiscal 2001 to 144,025 in 2003, or almost 18 percent.

NCCI anticipates that average claim and adjustment costs for workers compensation coverage statewide will drop from \$2 to \$1.97 for every \$100 of payroll in 2004; MDI projects a reduction to \$1.78. Insurers then add administrative expenses and profit margins for the final rate.

The NCCI also recommended average costs for industry sectors in 2004, including *reductions* of 2.3 percent for manufacturing; 3.7 percent for goods and services; 0.8 percent for contracting; and 2.1 percent for "miscellaneous" workers. Office and clerical workers' underlying costs would *increase*, by 5.2 percent.

Individual companies' rate change will differ from the average, based on their company's ratemaking prac-

tices, their own claims histories and the statewide experience for employees similar to their workforces.

Insurers so far this year increased rates an average of 14.7 percent — which MDI Director Scott B. Lakin described as "well in excess" of projected losses.

Lakin said NCCI, the state and insurers had not anticipated increases in medical and wage inflation would more than offset the decline in injuries from 2000 to 2002. Rates then became inadequate.

But Lakin said insurers had overreacted to that shortfall and raised rates higher than either MDI's 2003 recommendation of 7.6 percent or NCCI's 13.8 percent. At the time, MDI's actuary indicated that the 7.6 percent should be a one-time adjustment to make up for inadequate rates, not a trend — and that projection appears correct.

The return to stable or declining workers compensation rates in Missouri was signaled this spring when rates were cut an average 0.4 percent for 5,400 businesses in the state "pool," which provides coverage when firms cannot find regular commercial policies. Travelers Commercial Casualty Co., which administers the pool, requested that rate cut, which MDI approved.

(See *Workers comp cost*, p. 5)

### Workers comp rates

(continued from page 1)

"We need to keep the focus on increased safety to offset the relentlessly rising cost of health care generally."

Companies lowering rates included most members of the large Travelers, American International, CIGNA and CNA groups. Multiple companies in the Liberty Mutual and American Financial insurance groups, however, raised rates.

Most of the rate reductions followed the recommendation of the National Council on Compensation Insurance (NCCI), an industry trade group, that insurers should lower rates 1.4 percent in 2004. Both MDI and NCCI recommended that companies reduce rates in 2004.

January historically is the most active month for rate filings.



## Credit Scoring

(continued from page 1)

– often in the inner cities and in the southern part of the state – had average credit scores 12.8 points lower than the wealthiest Zip Codes. In addition to inner-city Zip Codes, outstate counties including Oregon, Shannon, Ripley, Wayne, Dunklin, Mississippi, Knox, Harrison, and Daviess.

The low credit scores for minority zip codes hold true *even if* residents have the same income level, marital status, unemployment status, or education level, as those of predominantly white neighborhoods.

“The concern is that credit scoring is unfairly penalizing low-income citizens with inflated insurance prices, with much of the burden falling on African-Americans and Hispanics with higher insurance prices. This places unnecessary obstacles in the way of many people and many communities that are struggling to move forward,” Holden said.

“Policymakers, especially in the General Assembly, need to understand that credit scoring can make it unusually difficult for minorities and low-income Missourians statewide to protect their homes and vehicles,” Holden said in news conferences in Kansas City and St. Louis.

The MDI report is the first independent study nationally able to draw conclusions on whether credit scoring disproportionately harms minorities and low-income residents, who historically have faced significant obstacles in obtaining insurance. Before, only insurers and credit-scoring companies had access to the data needed to perform the study.

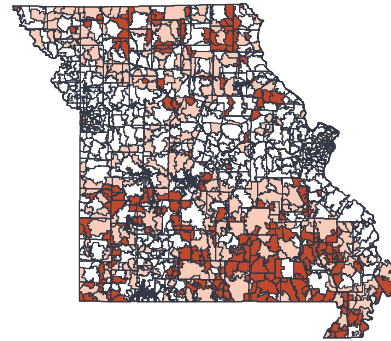
“Insurance is a state regulated business and it is in the state’s interest to set policies and regulations that ensure the greatest number of Missourians can afford the insurance needed to get to work and own homes. This is important if we are to stabilize and improve neighborhoods, and it is important to all Missourians – we all pay more when the number of uninsured drivers increases.”

In auto insurance, rates for everyone’s collision and medical coverage increase with the number of accidents involving uninsured autos. When homeowners – current or prospective – are priced out of that market, the destabilizing effect on neighborhoods is usually felt in less direct ways like higher crime, reduced investment for maintenance and improvement and depressed appreciation.

Industry groups say some insurance companies penalize poor credit scores with rates as much as 50 percent higher, and policyholders can benefit by as much as 20 percent on their rates with good credit scores.

Holden expressed concerns about credit scoring techniques, indicating that they are secretive and not well understood by the public, and they may not be an accurate indicator of a person’s financial responsibility.

### Lower Income Areas of Missouri Most Affected by Credit Scoring



Bottom Quartile = 253 Zip Codes (out of 1,015), with 562,453 persons, (\$6,153 - \$13,335) or 10% of 5.6 million Missourians



Second Quartile = 254 ZIP Codes with 839,281 persons, or 15% of 5.6 (\$13,336-\$15,326) million Missourians

ity.

The use of credit scoring exploded in the late 1990s as more than 90 percent of auto insurers and most homeowners carriers adopted this method to help determine whether to insure an applicant and how much to charge.

National consumer and minority groups have objected that credit scoring discriminates against low-income and minority policyholders and questioned whether money management predicts the likelihood that the insured will file costly claims.

The MDI study used data submitted by 12 auto and/or homeowners insurers that relied on credit scoring as a significant part of their underwriting and rating process from 1999 to 2001, including companies from the Allstate, Farmers, Auto Club (AAA), Progressive and State Farm groups.

During the study period, the 12 companies used credit scoring on 333,522 individual policies, but they account for more than 40 percent of all homeowners’ policies in Missouri and almost half the private auto insurance.

MDI Director Scott B. Lakin announced Missouri will head a national study of credit scoring that will test whether similar patterns exist in other states. Ten states already have signed up for the project; another 10 have expressed interest in joining the effort, which would further test the Missouri results and explore the dynamics of credit scoring.

Dr. Brent Kabler, the MDI statistics chief, conducted the Missouri study, which is posted on the MDI Website, [insurance.mo.gov](http://insurance.mo.gov). The Web site also has information showing how Missouri’s largest auto and home insurers use credit scoring.



# Lakin: for best value, insurance consumers need to check coverage, shop around on price



*Missouri Department of Insurance joins other states  
in sponsoring national "Get Smart" observance*



Every year, Missourians pledge to "exercise more" or "lose weight" but their New Year's resolutions usually doesn't include "get smarter about insurance." Maybe they should.

A recent national survey found only 33 percent of Americans said they understand the details of their policies "very well" even though insurance protects their most valuable resources – like homes, autos and health care.

When it comes to insurance, knowledge is a consumer's best policy – particularly considering steep price increases in recent years.

"In Missouri, for example, average premiums have risen more than 67 percent for HMO plans in the past five years and 46 percent for homeowners coverage just since 2001," said Scott Lakin, director of the Missouri Department of Insurance (MDI).

"Especially in recent tough economic times, smart consumers are looking for true value – the best price and service that meets your family's most pressing insurance needs."

Lakin is encouraging consumers to beef up their knowledge about coverage during national **Get Smart About Insurance** observance, which is jointly sponsored by all state insurance departments.

## He's urging Missourians to:

- Join the 3.6 million annual visitors to MDI's Web site at [www.insurance.mo.gov](http://www.insurance.mo.gov), which provides up-to-date consumer information when buying health, auto, home, or other insurance coverage.
- Schedule a routine "check-up" with a local insurance agent at least once a year. Particularly for homeowners coverage, consumers should inquire about savings by opting for higher deductibles.
- Take advantage of the MDI Web site, when necessary, to seek help with improper claims handling and policy sales. Missourians also can call 1-800-726-7390 toll free to ask questions or begin the official complaint process. In 2003, preliminary figures show MDI investigated 5,994 official complaints about insurers or agents and recovered \$13.2 million for consumers.
- Shop around for identical products and services. Missouri regulates rates for few lines of insurance and relies on competition to keep prices low. But MDI's Web site, including a special homeowners

shopping center, and brochures have information on comparative premium information and special discounts that sometimes are overlooked.

"We hope the Get Smart Campaign helps create better-educated consumers," Lakin said. "MDI is here to give consumers impartial insurance information to make informed choices on protecting their families wisely at the best prices available."

## National survey finds room for improvement

To gauge Americans' understanding and perceptions of their insurance coverage, the Kansas City-based National Association of Insurance Commissioners (NAIC) – composed of all state insurance directors like Lakin – commissioned a followup telephone survey of 1,009 adult consumers in 2003.

Respondents who thought they had the right amount of coverage increased over the previous year from 67 to 72 percent. However, only one-third of consumers said they understand the details of their coverage "very well," or the same level as the year before.

"This information shows that many Americans may have a false sense of security when it comes to their insurance coverage," Lakin said.

The youngest adults, ages 18 to 24, are the least likely to understand their policy details very well (20 percent). To help this age group, and even younger Missourians, the MDI Web site has added a special area for "teens" to get basic insurance education.

"Young adults particularly need education about the essentials of insurance coverage, as they begin setting up households and families," Lakin says.

Understanding of insurance issues increases with age. Almost half of the survey participants 65 and older say they know their insurance details very well (45 percent), although they face more questions in making decisions about such areas as health coverage.

"State government in Missouri has a strong commitment to the requirements of seniors, who often need one-on-one health insurance counseling," Lakin said.

MDI contracts with the CLAIM program, which makes free Medicare, Medigap and long-term care insurance counseling available to Missouri seniors. Seniors have access to special services on the MDI Web site, or they can contact the CLAIM program directly at 1-800-390-3330. ❖



## Workers comp cost

(continued from page 2)

Missouri law allows the NCCI and MDI to advise companies on the underlying "loss costs" so they can set rates. Without that provision, anti-trust laws would not permit NCCI's advisory, and many of Missouri's 310 workers compensation insurers would not have enough information to prudently set rates. Insurers and self-insured employers can choose either set of figures or calculate their own. Most companies rely on the NCCI projections, although the state's largest insurer – Missouri Employers Mutual Insurance Co. – uses its own data.

MDI contracted with EPIC Actuaries, LLC and veteran workers compensation actuary Richard Hofmann to produce the analysis and executive summary, which is posted on the Web. NCCI would not permit the Internet posting of its analysis, although it is available for public inspection in the MDI offices in Jefferson City.

Technically, the MDI and NCCI advisories are based on "loss costs," which are benefits paid to workers for lost income and health care plus expenses for adjusting claims. Insurers later add in administrative expenses and profit margins to calculate final rates charged to employers.

However, because these additions do not change dramatically from year to year, revisions in loss costs have generally been synonymous with average rate changes.



## United Healthcare to offer dropped policyholders plans at lowest rates

UnitedHealthcare this month will provide details to more than 9,000 individual Missouri HMO policyholders – whose policies will terminate June 30 – about replacement policies with more affordable costs than earlier expected, MDI Director Scott B. Lakin said.

UnitedHealthcare's newly acquired division, Golden Rule Insurance Co., will offer its standard new business rates – its lowest – to all affected policyholders without denials, benefit exclusions or surcharges based on existing medical conditions, company President Steve Walli said. "No individual – including pregnant women – will be left without coverage options, and no individual will face new pre-existing condition exclusions based on current health. Rates will be affordable," Walli said.

Lakin said he now expects that the Missouri Health Insurance Pool for high-risk citizens will no longer need to absorb an influx of new applicants, which officials had projected could more than double the size of the pool and its state-subsidized \$10 million deficit.

"We have been working on the best possible solution to the immediate needs of these policyholders, and the plan now addresses many of our concerns. The costs to policyholders and taxpayers for this approach should be substantially less," Lakin said.

Among the features in the UnitedHealthcare plan:

- All 9,000-plus policyholders will have a choice of three health plans: the two best-selling Golden Rule products now marketed and a third plan with lower deductibles.

- All policyholders who choose Golden Rule coverage will pay standard "new business" rates, which are offered to healthy persons who pass normal medical underwriting.

- All new Golden Rule policyholders will have access to the same or similar networks of providers that are now available to UnitedHealthcare policyholders.

- United will pay the pregnancy and delivery costs of all women who are pregnant and continue their United HMO coverage through June 30 – for no extra premium costs to the policyholder. Golden Rule does not offer maternity benefits as part of any of its standard plans. No other individual insurer in the Missouri market likely would have covered these women or their families until after the births.

Lakin said family and individual policyholders affected also may choose other individual insurers in Missouri – although they likely would need to pass medical underwriting – or opt for the Missouri Health Insurance Pool. All 9,000-plus discontinued policyholders qualify for the pool because their plan is discontinued; the pool offers broader benefits than Golden Rule, but premiums are 175 percent of the state average for an individual plan. Lakin noted that few, if any, individual insurance products in the state would have matched the benefit levels of the current HMO policies that United will discontinue.

United Healthcare of the Midwest is closing its individual HMO line in Missouri and consolidating individual business in newly acquired Golden Rule, which has focused on individual and high-deductible coverage.

The discontinuation does not affect United's group, Medicare or its AARP business.



## Employee of the Quarter – Carrie Couch

When Carrie Couch started with the department, she was given a blank slate. As the first MDI paralegal on the legal section staff, her duties were largely undefined.

Couch has been with the department since April 2000 and she has made this job a necessity.

She performs a wide variety of duties that include tracking and maintaining cases, regulation and legislative files, assisting in drafting complaints and other pleadings and filings with various courts, legal and factual research, hearing preparation, preparation of rulemaking packets for filing with the Secretary of State, answering general legal questions from within and outside the department and taking care of the legal library.

The most challenging part of her job is trying to remember details of every case. Couch works on every case that comes through the legal section.

Couch loves her job - especially a good research and drafting project. She has been a paralegal for nine years. "I think my position with the department has given me an opportunity to expand my knowledge of the insurance industry and, in general, make my skills better. I feel like I learn something new everyday," says Couch.

Couch began as a paralegal in January 1995 for Attorney General Jay Nixon's office. At that office, she worked on trials, professional registration cases, Indian gaming/affairs, inmate reimbursement and general collections for the state.

Couch is married and has 6-year-old twins, Abigail and Andrew. She enjoys spending time with her family, scrapbooking and reading.



Carrie Couch  
Employee of the Quarter



## MDI Regulatory Actions

November & December 2003

### Legal action - agents, agencies, brokers, companies

*Julius A. Adewunmi*, Wildwood, MO, 1997 action expunged, five-year limit attained.

*Jon W. Armstrong*, Springfield, MO, \$100 forfeiture for 1997 and 1998 expunged, five-year limit attained.

*Randall L. Atkisson*, Bonne Terre, MO, 1997 and 1998 action expunged, five-year limit attained.

*Rebecca Briner*, Wright City, MO, license refused because of incomplete response.

*James M. Caine*, Troy, IL, revocation of insurance producer license for preparing false applications to get commission.

*Damon Z. Carroll*, Perry, MO, \$100 forfeiture for 1997 and 1998 action expunged, five-year limit attained.

*James M. Craig*, Leawood, KS, \$200 forfeiture for 1997 action expunged, five-year limit attained.

*Michael R. Gross*, Overland Park, KS, 1997 action expunged, five-year limit attained.

*Bruce E. Holley*, Kennesaw, GA, refusal of license for unauthorized insurance business.

*Debra S. Horsley*, Manchester, MO, 1998 action expunged, five-year limit attained.

*Jamie McNamara*, Lee Summit, MO, license revoked due to misappropriation of premiums.

*Jerry L. Roby*, Kansas City, MO, refused to license due to disciplinary action.

*Mitchell R. Simons*, Kansas City, MO, 1998 action expunged, five-year limit attained.

*Gregory M. Strand*, Overland Park, KS, \$100 forfeiture for selling a health plan not authorized by the department.

*Kevin D. Todd*, St. Louis, MO, revocation of insurance producer license for federal felony (mail fraud) and making false annuity applications.

*William H. Webster*, Ballwin, MO, \$500 forfeiture for unauthorized signature and demonstrated incompetence and untrustworthiness.

*Assurance Continental, Inc.*, Coral Gables, FL, ordered to cease and desist.

*CTWA Investments Inc. dba Hogan Land Title Co. of Laclede County*, Lebanon, MO, \$200 forfeiture for failing to make a determination of insurance.

(See *Regulatory Actions*, p. 7)

## Regulatory Actions

(continued from p. 6)

ability and failing to retain evidence of the examination of title.

*Express Financial Services, Inc.*, Pittsburgh, PA, \$600 forfeiture for using forms not filed with the department, using blanket exceptions on their commitment and policy, failing to conduct a product search, failed to conduct a date down of the records before closing period and failing to adequately respond or provide full information to the department.

*First Actual American Insurance Co.*, Canby, OR, *Little Shell Pembina Band of North America*, Valley City, ND, *Ronald K. Delorme*, Bismark, ND, *Zachary Betts*, Victorsville, CA, and *Anthony Scavuzzo*, Kansas City, MO, ordered to cease and desist from soliciting medical malpractice sales.

*Independent Mutual Fire Insurance Co.*, Bridgeview, IL acquired *Independent Reciprocal Exchange*, St. Louis, MO.

*Innovative Benefits LLC*, St. Louis, certificate of authority as a third party administrator (TPA) suspended.

*Old Mule Title Inc. dba Columbian Title Co.*, St. Louis, MO, \$2,200 forfeiture for failing to retain evidence of the search and determination of insurability for a period of not less than 15 years, failing to conduct a date down of the records and failing to record two security instruments within three business days of the receipt of funds.

*Premier Land Title Co.*, Kansas City, MO, \$1,400 forfeiture for failing to record deeds within three business days, failing to respond to the department and failing to provide the department with requested documents.

*Reliant Holding Co.*, Prairie Village, KS, acquired *The Bar Plan Title Insurance Co.*, St. Louis, MO.

*Scottish Re Group Limited*, *Scottish Annuity & Life Insurance Co. (Cayman) Ltd.* and *Scottish Holdings, Inc.*, Charlotte, NC, acquired *ERC Life Reinsurance Corp.*, Jefferson City, MO.

*Stewart Title Guaranty Co.*, Blue Springs, MO, \$3,000 forfeiture for failing to complete a claim investigation within 30 days and failing to follow up with the claimant on the investigation.

*Stewart Title Guaranty Co.*, Blue Springs, MO, \$2,500 forfeiture for failure to follow up every 45 days with claimant, delaying investigation.

*Stewart Title Guaranty Co.*, Overland Park, KS, \$1,500 forfeiture for failure to follow up every 45 days with claimant, delaying investigation.

*Stewart Title Guaranty Co.*, Chicago, IL, \$2,000 forfeiture for failure to complete timely investigation of claim.

*Universal International Reinsurance Co., Ltd.*, Hamilton, Bermuda, was ordered to cease and desist.

## Financial Exams

*Centurion Life Insurance Co.*, Des Moines, IA.

*Farmers Mutual Insurance Co. of Clay County*, Liberty, MO.

*Farmers Mutual Reinsurance Co. of MO*, New Florence, MO.

*Highland Mutual Insurance Co.*, California, MO.

*Medical Center Health Plan*, Philadelphia, PA.

*Mercy Health Plans of Missouri*, Chesterfield, MO.

*Monroe County Farmers Mutual Insurance Co.*, Paris, MO.

*Nixa Farmers Mutual Insurance Co.*, Nixa, MO.

*Safety National Casualty Corporation*, St. Louis, MO.

*Traders Insurance Co.*, Kansas City, MO.

## Company Changes

*Addison Insurance Co.*, Cedar Rapids, IA, was admitted with property, liability and miscellaneous authority.

*Allianz Insurance Co.*, Burbank, CA, changed its name to *Allianz Global Risks US Insurance Co.*

*American Trust Administrators*, Shawnee Mission, KS, was admitted as a TPA.

*Aspen Insurance UK Limited*, *An England Co.*, was approved as a trustee reinsurer.

*Atlas Assurance Co. of America*, Keene, NH, changed its name to *Peerless Indemnity Insurance Co.* and redomesticated from New York to Illinois.

*Business Men's Assurance Co. of America*, Greenville, SC, redomesticated from Missouri to South Carolina.

*Clarica Life Reassurance Co.*, Kansas City, MO, changed its name to *Generali USA Life Reassurance Co.* and redomesticated from Michigan to Missouri.

*Clayton Reinsurance LTD*, St. Louis, MO, merged into *The Reliable Life Insurance Co.*

*Companion Information Management Resources, Inc.*, Kansas City, MO, was admitted as a TPA.

*Continuing Care Risk Retention Group, Inc.*, Columbia, SC, registered as a risk retention group.

*Endurance Specialty Insurance Ltd.*, Hamilton, Bermuda, withdrew from the NAIC listing of approved carriers.

*EquiTrust Life Insurance Co.*, West Des Moines, IA, deleted accident and health line of authority.

*Farmers Mutual Insurance Co. of Marion County*, Palmyra, MO, converted to a Part II Missouri mutual with fire, windstorm and liability authority.

*First Sealord Surety Inc.*, Bala Cynwyd, PA, was admitted with fidelity and surety authority.

(See *Regulatory Actions*, p. 8)

## Regulatory Actions

(continued from p. 7)

*Guarantee Insurance Co.*, Charlotte, NC, redomesticated from South Carolina.

*Guarantee Reserve Life Insurance Co.*, Fort Wayne, IN, merged with and into *Reassure America Life Insurance Co.*

*Highmark Life Insurance Co.*, Pittsburgh, PA, redomesticated from Connecticut to Pennsylvania.

*Horace Mann Insurance Co.*, Springfield, IL, added accident and health authority.

*Horace Mann Property & Casualty Insurance Co.*, Springfield, IL, added accident and health authority.

*Independent Mutual Fire Insurance Co.*, Bridgeview, IL, merged into *Independent Mutual Fire Insurance Co.*

*Kemper Indemnity Insurance Co.*, Long Grove, IL, withdrew as a surplus lines company.

*Keyport Life Insurance Co.*, Wellesley Hills, MA, merged into *Sun Life Assurance Co. of Canada (US)*

*Knox County Mutual Insurance Co.*, Edina, MO, added liability authority.

*MHM Resources, Inc.*, Leawood, KS, was admitted as a TPA.

*Mutual Benefit Assessment Corporation*, Decatur, AL, certificate of authority as a TPA suspended.

*NATLSCO Inc.*, Plantation, FL, changed its name to *Broadspire*.

*National Plan Administrators, Inc.*, Austin, TX, withdrew as a TPA.

*Self Funded Services Co.*, Dubuque, IA, was admitted as a TPA.

*Southwestern Association*, Kansas City, MO, withdrew as a TPA.

*Statewide Insurance Co.*, Waukegan, IL, certificate of authority suspended.

*Sterling Risk Management Services, Inc.*, Worcester, MA, changed its name to *Citizens Management Services, Inc.*

*SWA Trade Association*, Kansas City, MO, was admitted as a TPA.

*Transurance Risk Retention Group, Inc.*, Arlington, VA, registered as a risk retention group.

*Underwriters Reinsurance Co.*, Atlanta, GA, changed its name to *RSUI Indemnity Co.*

*Universal Casualty Co.*, Niles, IL, was admitted with property, liability and miscellaneous authority.

*Woodmen Accident and Life Insurance Co.*, Lincoln, NE, merged with and into *Assurity Life Insurance Co.*

## Market Conduct

*Royal & SunAlliance Insurance Co.*, Charlotte, NC, \$5,517 forfeiture.

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Missouri Department of Insurance  
P.O. Box 690  
Jefferson City, MO 65102-0690